

# FOCUS REAL ESTATE PROPERTY MANAGEMENT

## Transfer of Utilities

### **Owners:**

#### **Flat Rate Utilities You Do Not Need to Change:**

Water, trash/recycle and sewer are all charged to the tenants on a flat rate basis, which takes into account yard size and number of residents. These items do not need to be transferred or changed in any way. You receive the flat rate amount each month and you continue to pay utility providers.

#### **Other Utilities You Do Need to Change:**

- **Xcel Energy (gas/electric)** – if your account is currently in your name, please cancel service as of the day before the lease start date. Click on the link below to stop service; you will need your account number.  
<https://co.my.xcelenergy.com/s/moving/stop-service>. If you have questions on your Xcel account here is their phone # and hours:  
Monday to Friday: 7 a.m. to 7 p.m.  
Saturday: 9 a.m. to 5 p.m.  
(800) 895-4999
- **WIFI** – Remember to cancel internet service if you have it in the home (one of these carriers may apply):
  - 1) Centurylink: <https://www.centurylink.com/moving/>
  - 2) Xfinity: <https://www.xfinity.com/learn/moving>
- **Cable/ Satellite** – Remember to cancel cable/ satellite service if you have it in the home (one of these carriers may apply):
  - 1) DirectTV: <https://www.directv.com/insider/your-directv-moving-guide/>
    - a. Call 1-833-978-1763 (888-DTV-MOVE)
    - b. Give them your new address and move-in date.

- c. Take TVs, receivers, owner's manuals and remotes to your new place, but leave the dish behind.
  - d. Stay connected. Watch anytime, anywhere on your phone, tablet and TV with the DIRECTV App.
- 2) Xfinity: <https://www.xfinity.com/support/articles/cancel-my-xfinity-services>
- **Security system** – Remember to cancel your security system if you have it in the home (one of these carriers may apply):
  - 1) ADT: <https://www.adt.com/modify-service>  
(800) 587-4198
  - 2) Vivint: <https://www.vivint.com/moves>  
(1-855-504-5636)
  - 3) Simplisafe: <https://simplisafe.com/> (1-888-910-1215)
  - 4) Ring Doorbell: Through the Ring app, owners will need to uninstall access to Ring by following these steps: <https://support.ring.com/hc/en-us/articles/360038010351-How-to-Take-Over-or-Change-Ownership-of-a-Ring-Device>
- **Mail** – If you moved out of the home right before this tenant is moving in, please set up change of address and forwarding to your new home. This may begin within 3 business days of your submitted request, but it's best to allow up to 2 weeks for this to forwarding to kick in. (per the post office)  
There are two ways to complete this:
  - 1) Click on: <https://moversguide.usps.com/mgo/disclaimer> OR
  - 2) Go to your [local post office](#) and request the [Mover's Guide](#) packet.
    - a. Inside the packet is PS Form 3575. Fill out this change of address form and give it to a postal worker behind the counter. Or, drop it into the letter mail slot inside the post office.
    - b. You should receive a confirmation letter at your new address in five business days.

## **Tenants:**

- **Flat Rate Utilities You Do Not Need to Change:**

**Water, trash/recycle and sewer are all charged to the tenants on a flat rate basis, which takes into account yard size and number of residents. These items do not need to be transferred to tenants names or changed in any way. You as the tenant pay the flat rate amount each month and the owner will continue to pay the utility providers.**

#### **Other Utilities You Do Need to Change:**

- **Xcel Energy (gas/electric)** – start service/billing as of the lease start date. Click on the link below to start service;  
<https://co.my.xcelenergy.com/s/moving/start-service> \* If the electric and/or gas is turned off at this address, please call 1-800-895-4999 to start your service

#### **XCEL Residential Customer Service**

Monday to Friday: 7 a.m. to 7 p.m.

Saturday: 9 a.m. to 5 p.m.

**800-895-4999**

- **WIFI** - Remember to start internet service (one of these carriers may apply):
  - 1) Centurylink: <https://www.centurylink.com/moving/>
  - 2) Xfinity: <https://www.xfinity.com/learn/moving>
- **Cable/ Satellite** – Remember to start cable/ satellite service (one of these carriers may apply):
  - 1) DirectTV: To move your service, call 855.818.3604 for assistance or click: <https://www.directv.com/moving/>
  - 2) Xfinity: <https://www.xfinity.com/learn/moving>
- **Security system** – Remember to set up the security system if you choose to have one (one of these carriers may apply):
  - 1) ADT: <https://www.adt.com/modify-service>  
(800) 587-4198
  - 2) Vivint: <https://www.vivint.com/moves>  
(1-855-504-5636)
  - 3) Simplisafe: <https://simplisafe.com/> (1-888-910-1215)

- 4) Ring Doorbell: Tenants will need to set up access through the Ring app (please download, if you don't already have it); follow the instructions here: <https://support.ring.com/hc/en-us/articles/360038010351-How-to-Take-Over-or-Change-Ownership-of-a-Ring-Device>
- **Mail** - Set up change of address and forwarding to your new home. There are two ways to complete this:
    - 1) Click on: <https://moversguide.usps.com/mgo/disclaimer> OR
    - 2) Go to your [local post office](#) and request the [Mover's Guide](#) packet.
      - a. Inside the packet is PS Form 3575. Fill out this change of address form and give it to a postal worker behind the counter. Or, drop it into the letter mail slot inside the post office.
      - b. You should receive a confirmation letter at your new address in five business days.

### Notes on Trash/Recycling:

Trash is included in your flat rate utility amount so you don't need to do anything related to trash.

That said, we have found that the Denver Trash and Recycling app (see icon below to look for when downloading on your phone) is very useful. The app will show you when trash, recycling, large item pick up, etc is for your specific property. It also allows you to set notifications so you're sent reminders of these dates. It's all property address specific so we can't tell you the dates of these things in advance. We suggest you get the app.

